

FIGURE 1

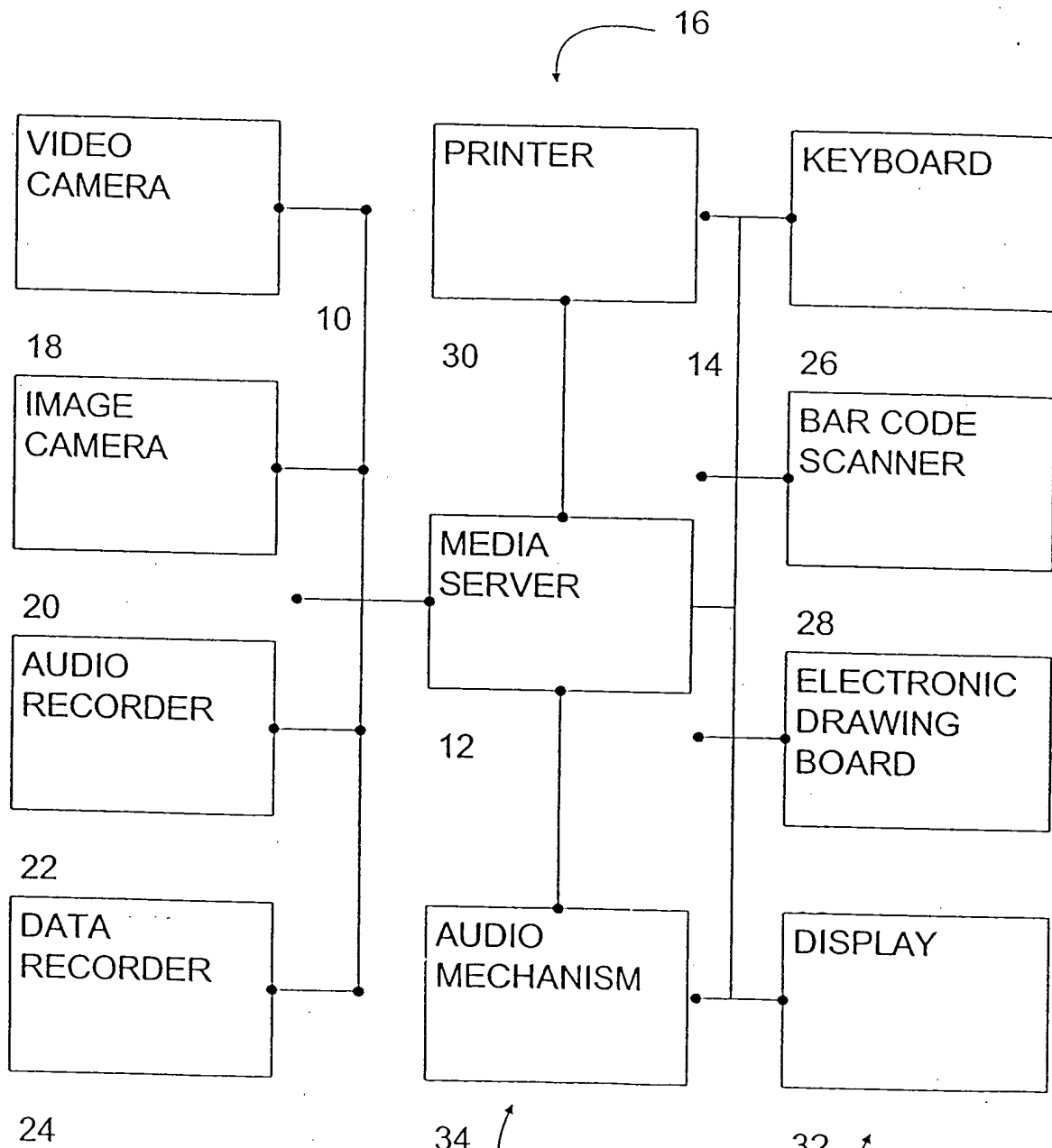


FIGURE 2

10007261-110701

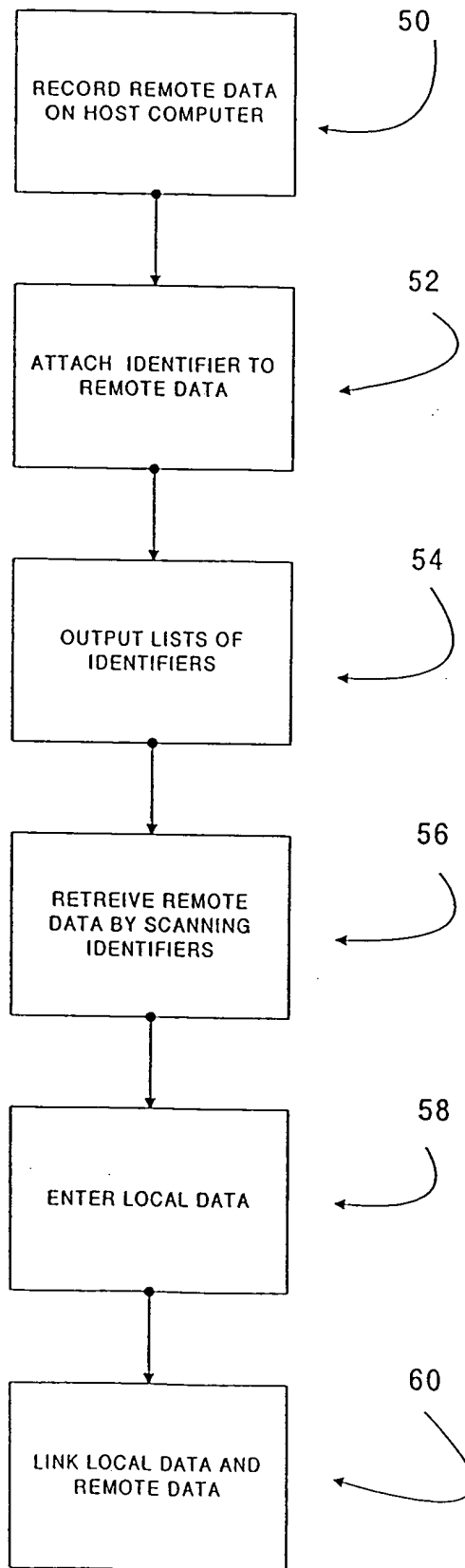


FIGURE 3

10007261-110701

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46	42	44
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION
	TITLE,	DESCRIPTION

FIGURE 4

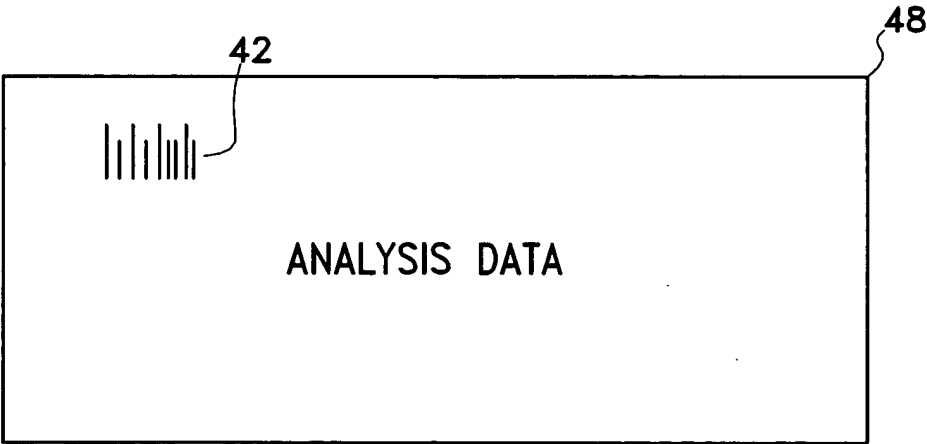


FIGURE 5

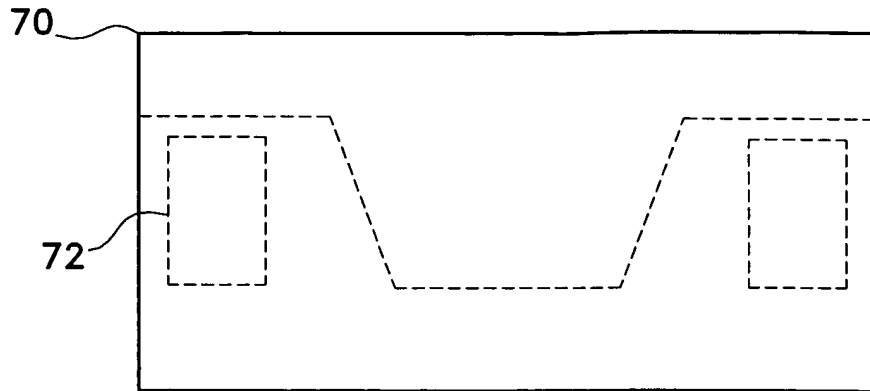


FIGURE 6

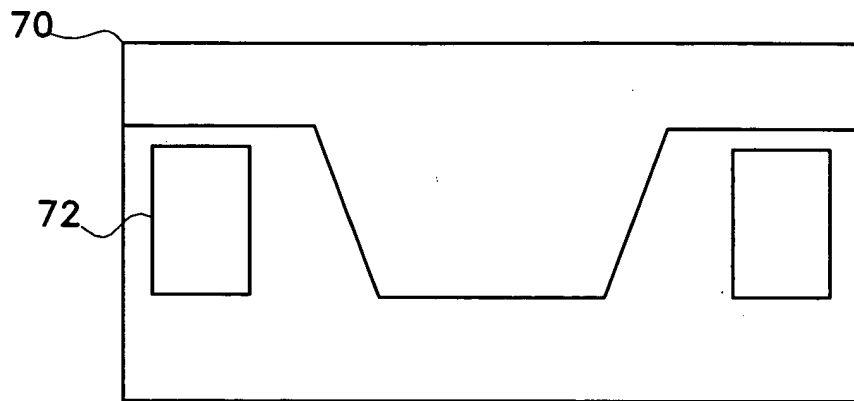


FIGURE 7

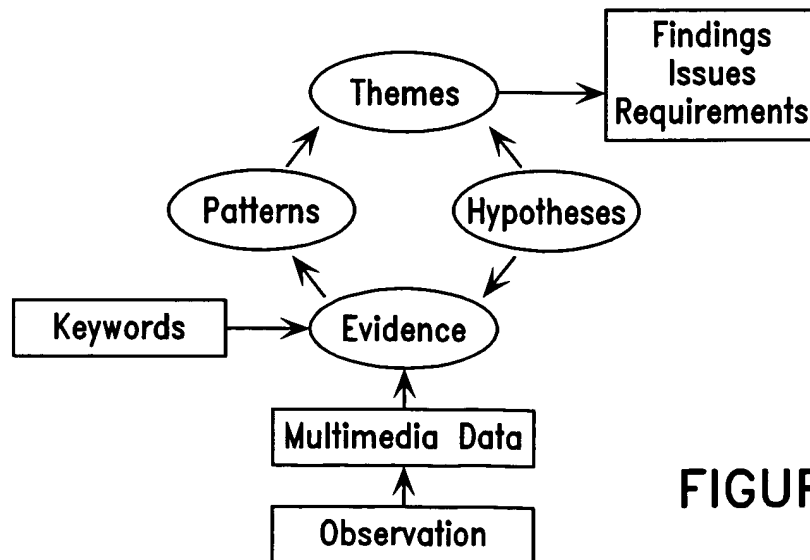


FIGURE 8

1.0007261.1.10701

Themes

Contribution to  
Knowledge  
System

Findings, Issues, Requirements

Issue: People will share knowledge  
if they know who is using it.  
Requirement: Feedback mechanisms  
are needed to enhance sharing.

Hypotheses

People have no time to  
contribute to knowledge  
repositories.

Patterns

People spend large  
amounts of time sharing  
knowledge via email  
and phone.

Evidence

Joe Smith: "I don't have any time to contribute."  
Joe Smith: "I spend about 8 hrs/wk helping others."

FIGURE 9

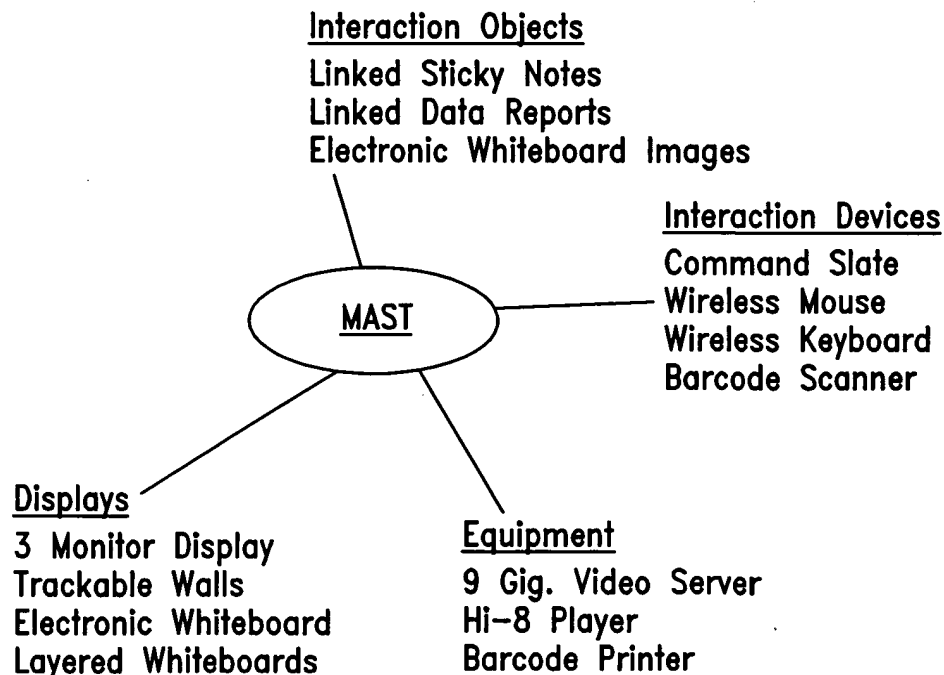


FIGURE 10

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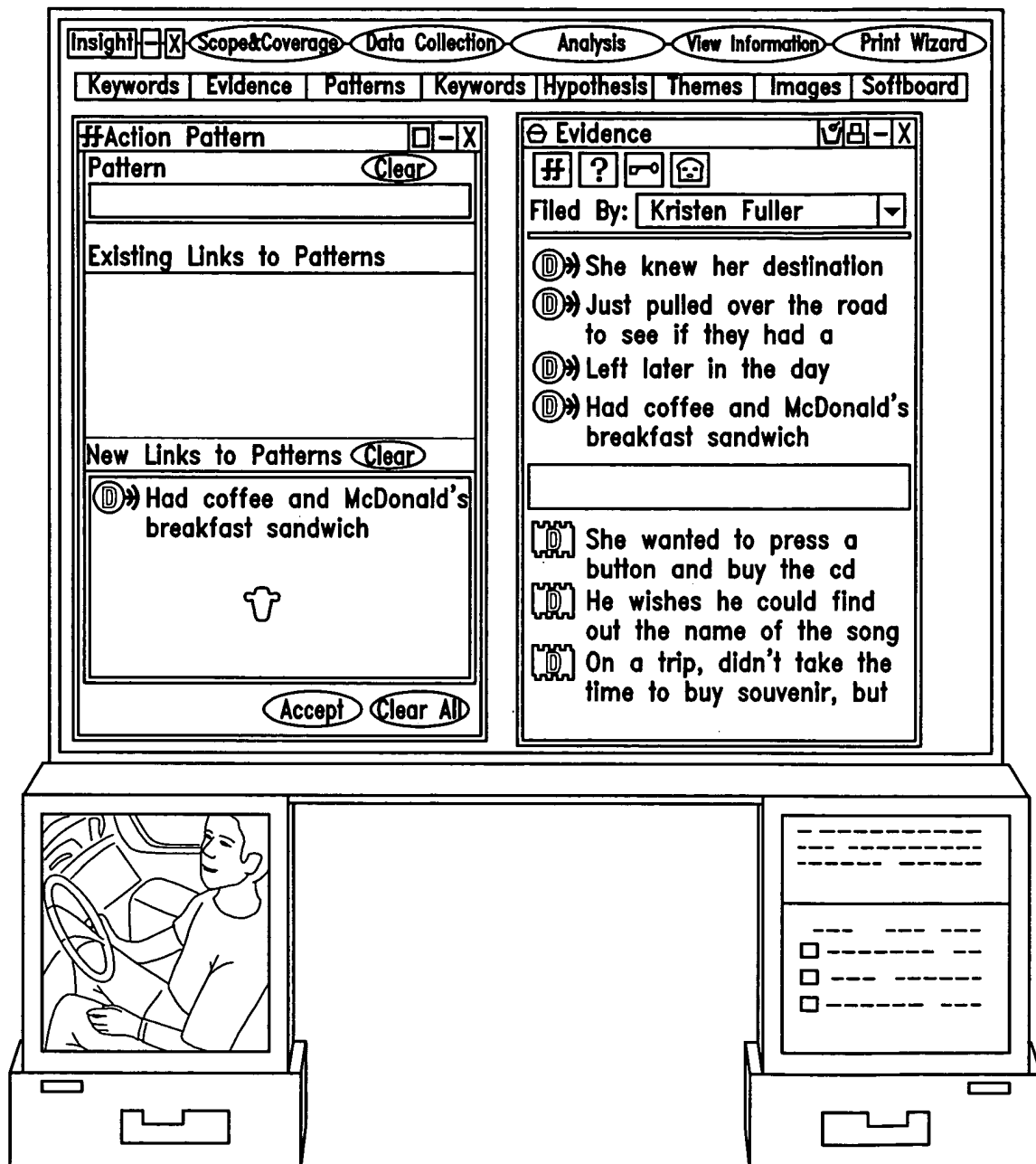
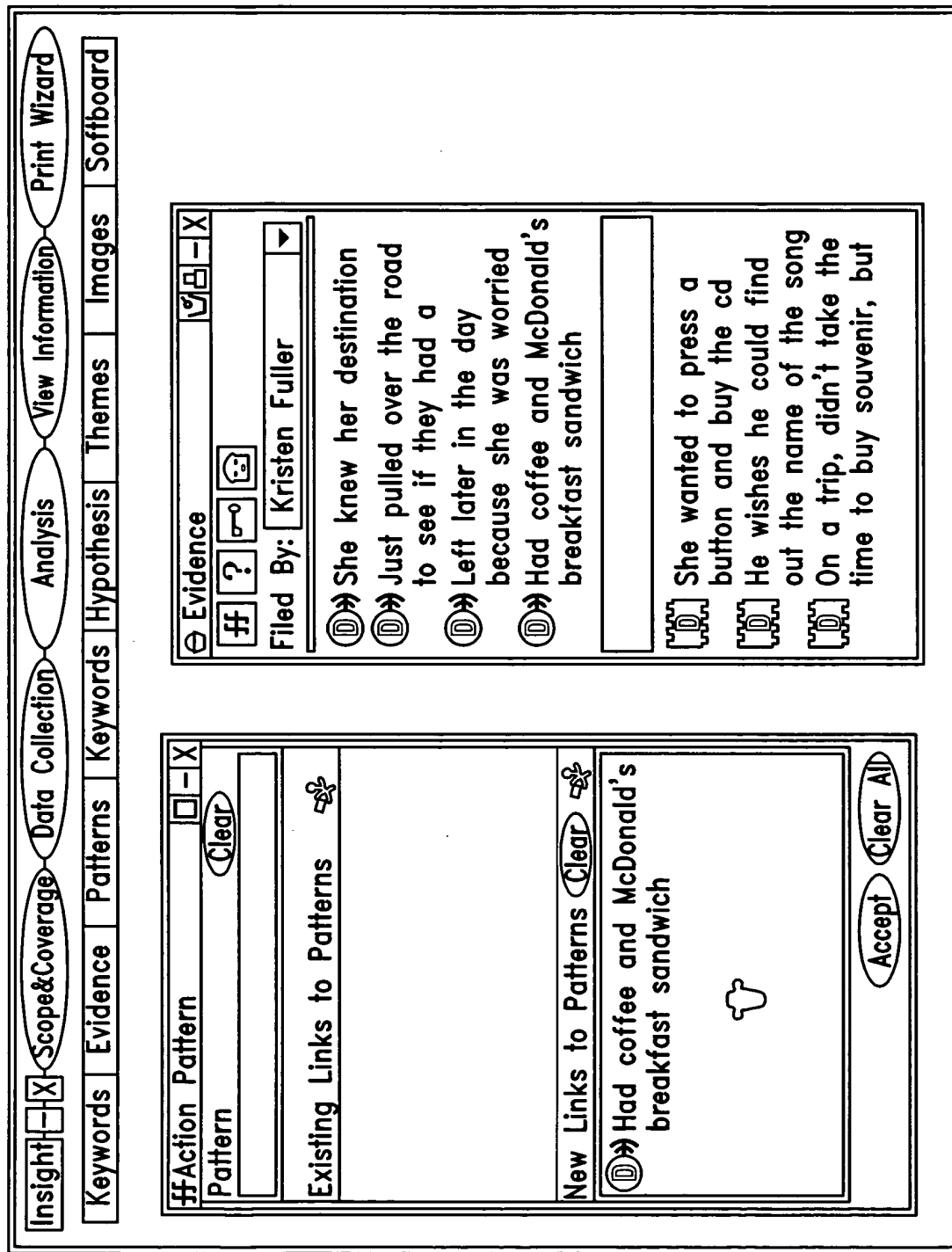


FIGURE 11





ff Pattern

Impulse purchases while in the car are not being taken advantage of

Links to...

ⓓ» Left later in the day because she was worried about

ⓓ» Had coffee and McDonald's breakfast sandwich

ⓓ She wanted to press a button and buy the cd from th

ⓓ He wishes he could find out the name of a song on t

ⓓ On a trip, didn't take the time to buy souvenir, but w

FIGURE 13

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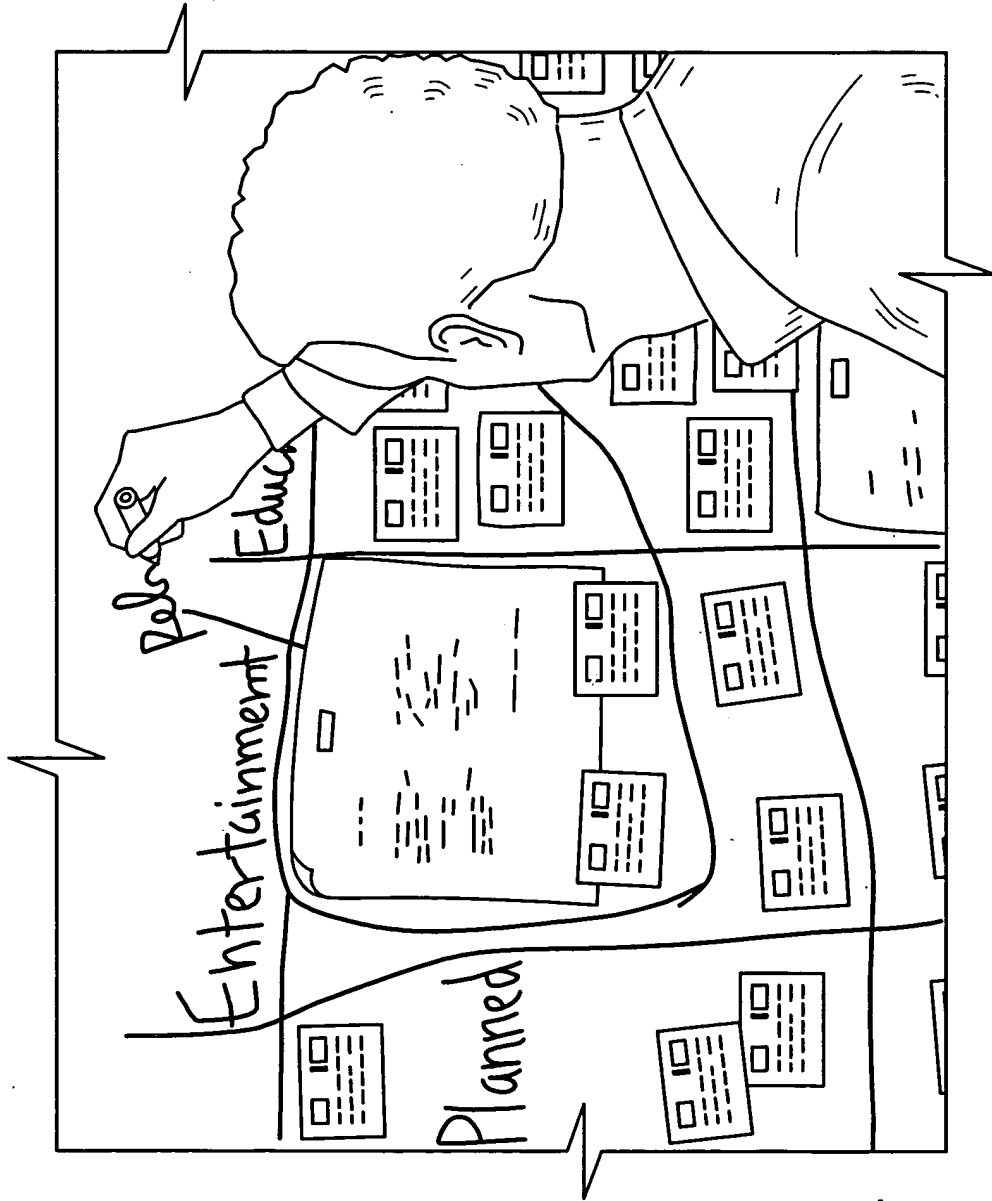


FIGURE 14